



SHEET 1 OF 5

FORM PTO-1449 U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE		ATTY. DOCKET NO. 4366-140	SERIAL NO. Not Yet Assigned
INFORMATION DISCLOSURE STATEMENT (Use several sheets if necessary)		APPLICANT KIEFHABER et al.	
		FILING DATE March 31, 2004	GROUP ART

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS	FILING DATE IF APPROP.
/K.N./	1.	4,567,323	01/28/86	Lottes et al.	179	18 B	
	2.	5,155,761	10/13/92	Hammond	379	67	
	3.	5,206,903	04/27/93	Kohler et al.	379	309	
	4.	5,291,550	03/01/94	Levy et al.	379	242	
	5.	5,299,260	03/29/94	Shao	379	265	
	6.	5,309,513	05/03/94	Rose	379	265	
	7.	5,335,269	08/02/94	Steinlicht	379	266	
	8.	5,506,898	04/09/96	Costantini et al.	379	266	
	9.	5,537,470	07/16/96	Lee	379	266	
	10.	5,546,452	08/13/96	Andrews et al.	379	219	
	11.	5,592,378	01/07/97	Cameron et al.	395	227	
	12.	5,594,726	01/14/97	Thompson et al.	370	485	
	13.	5,606,361	02/25/97	Davidsohn et al.	348	14	
	14.	5,627,884	05/06/97	Williams et al.	379	67	
	15.	5,684,872	11/04/97	Flockhart et al.	379	266	
	16.	5,724,092	03/03/98	Davidsohn et al.	348	14	
	17.	5,740,238	04/14/98	Flockhart et al.	379	221	
	18.	5,751,707	05/12/98	Voit et al.	370	384	
	19.	5,754,639	05/19/98	Flockhart et al.	379	221	
▼	20.	5,790,677	8/4/98	Fox et al.	380	24	
	21.	5,818,907	10/06/98	Maloney et al.	379	34	

EXAMINER	/Khai Nguyen/	DATE CONSIDERED	07/12/2007
*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.			

FORM PTO-1449 U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE			ATTY. DOCKET NO. 4366-140	SERIAL NO. Not Yet Assigned
INFORMATION DISCLOSURE STATEMENT (Use several sheets if necessary)			APPLICANT KIEFHABER et al.	
			FILING DATE March 31, 2004	GROUP ART

/K.N./							
	22.	5,825,869	10/20/98	Brooks et al.	379	265	
	23.	5,828,747	10/27/98	Fisher et al.	379	309	
	24.	5,839,117	11/17/98	Cameron et al.	705	27	
	25.	5,875,437	2/23/99	Atkins	705	40	
	26.	5,880,720	3/9/99	Iwafune et al.	345	327	
	27.	5,884,032	03/16/99	Bateman et al.	395	200.34	
	28.	5,897,622	4/27/99	Blinn et al.	705	26	
	29.	5,903,641	05/11/99	Tonisson	379	266	
	30.	5,903,877	05/11/99	Berkowitz et al.	705	26	
	31.	5,905,793	05/18/99	Flockhart et al.	379	266	
	32.	5,943,416	08/24/99	Gisby	379	265	
	33.	5,982,873	11/09/99	Flockhart et al.	379	266	
	34.	6,000,832	12/14/99	Franklin et al.	364	479.02	
	35.	6,044,205	3/28/00	Reed et al.	395	200.31	
	36.	6,049,547	04/11/00	Fisher et al.	370	412	
	37.	6,064,730	05/16/00	Ginsberg	379	265	
	38.	6,064,731	05/16/00	Flockhart et al.	379	265	
	39.	6,084,954	07/04/2000	Harless et al.	379	140	
	40.	6,088,441	07/11/00	Flockhart et al.	379	265	
	41.	6,151,571	11/21/00	Pertrushin	704	209	
	42.	6,163,607	12/19/00	Bogart et al.	379	266	
	43.	6,173,053 B1	01/09/01	Bogart et al.	379	266	
	44.	6,192,122 B1	02/20/01	Flockhart et al.	379	266	
	45.	6,259,969 B1	07/10/2001	Tackett et al.	700	264	
▼	46.	6,275,806 B1	08/14/01	Pertrushin	704	272	

EXAMINER	/Khai Nguyen/	DATE CONSIDERED	07/12/2007
----------	---------------	-----------------	------------

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

FORM PTO-1449	U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE	ATTY. DOCKET NO. 4366-140	SERIAL NO. Not Yet Assigned
INFORMATION DISCLOSURE STATEMENT (Use several sheets if necessary)		APPLICANT KIEFHABER et al.	
		FILING DATE March 31, 2004	GROUP ART

/K.N./							
	47.	6,275,991 B1	08/14/2001	Erlin	725	141	
	48.	6,278,777 B1	08/21/2001	Morley et al.	379	265	
	49.	6,292,550 B1	09/18/2001	Burnitt	379	201	
	50.	6,295,353 B1	09/25/01	Flockhart et al.	379	265	
	51.	6,353,810 B1	03/05/02	Petrushin	704	236	
	52.	6,366,668 B1	04/02/02	Borst et al.	379	266.04	
	53.	6,389,028 B1	05/14/02	Bondarenko et al.	370	401	
	54.	6,389,132 B1	05/14/02	Price et al.	379	265	
	55.	6,389,400 B1	05/14/02	Bushey et al.	705	7	
	56.	6,427,137 B1	07/30/02	Petrushin	704	273	
	57.	6,430,282 B1	08/06/02	Bannister et al.	379	211.02	
	58.	6,449,356 B1	09/10/02	Dezonno	379	265.01	
	59.	6,453,038 B1	09/17/02	McFarlane et al.	379	265.05	
	60.	6,463,346 B1	10/08/02	Flockhart et al.	700	102	
	61.	6,463,415 B1	10/08/02	St. John	704	273	
	62.	6,480,826 B1	11/12/02	Petrushin	704	270	
	63.	6,535,600 B1	03/18/03	Fisher et al.	379	265.12	
	64.	6,597,685 B2	07/22/03	Miloslavsky et al.	370	352	
	65.	2001/0056349 A1	12/27/01	St. John	704	270	08/31/99
	66.	2002/0010587 A1	01/24/02	Petrushin	704	275	08/31/99
	67.	2002/0118816 A1	08/29/02	Flockhart et al.	379	265.12	01/09/01
	68.	2002/0181692 A1	12/05/02	Flockhart et al.	379	265.02	06/05/01
	69.	2002/0194002 A1	12/19/02	Petrushin	704	270	07/12/02
	70.	2002/0002460 A1	01/03/02	Petrushin	704	270	08/31/99
V	71.	2002/0002464 A1	01/03/02	Petrushin	704	275	08/31/99

EXAMINER	/Khai Nguyen/	DATE CONSIDERED	07/12/2007
*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.			

FORM PTO-1449	U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE		ATTY. DOCKET NO. 4366-140	SERIAL NO. Not Yet Assigned
INFORMATION DISCLOSURE STATEMENT (Use several sheets if necessary)		APPLICANT KIEFHABER et al.		
		FILING DATE March 31, 2004	GROUP ART	

/K.N./	72.	10/815,584		Kiehhaber			03/31/04
/K.N./	73.	10/815,556		Kiehhaber			03/31/04

FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB CLASS	TRANSLATION	
							YES	NO
/K.N./	74.	EP 0 866 407 A1	09/23/1998	EPO	G06F	17/30	X	
	75.	EP 0 829 996 A2	03/18/1998	EPO	H04M	3/50	X	
	76.	WO 97/28635	08/07/1997	PCT	H04M	11/00	X	
▼								

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)

/K.N./	77.	Doo-Hyun Kim et al. "Collaborative Multimedia Middleware Architecture and Advanced Internet Call Center"; Proceedings International Conference on Information Networking (Jan. 31, 2001), pp. 246-50.
	78.	Presentation by Victor Zue, <i>The MIT Ox90ygen Project</i> , MIT Laboratory for Computer Science (April 25-26, 2000).
	79.	MIT Project Oxygen, <i>Pervasive, Human-Centered Computing</i> (MIT Laboratory for Computer Science) (June 2000).
	80.	E. Noth et al., "Research Issues for the Next Generation Spoken"; University of Erlangen-Nuremberg, Bavarian Research Centre for Knowledge-Based Systems, at http://www5.informatik.uni-erlangen.de/literature/psdir/1999/Noeth99:RIF.ps.gz .
	81.	L.F. Lamel and J.L. Gauvain, <i>Language Identification Using Phone-Based Acoustic Likelihoods</i> , ICASSP-94, 4 pages.
	82.	John H.L. Hansen and Levent M. Arslan, <i>Foreign Accent Classification Using Source Generator Based Prosodic Features</i> , IEEE Proc. ICASSP, Vol. 1, pp. 836-839, Detroit USA (May 1995).
	83.	Levent M. Arslan and John H.L. Hansen, <i>Language Accent Classification in American English</i> , Robust Speech Processing Laboratory, Duke University Department of Electrical Engineering, Durham, NC, Technical Report RSPL-96-7, revised 1/29/96.
▼	84.	Levent M. Arslan, <i>Foreign Accent Classification in American English</i> , Department of Electrical Computer Engineering, Duke University, Thesis, pages 1-200 (1996).

EXAMINER	/Khai Nguyen/	DATE CONSIDERED	07/12/2007
*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.			

FORM PTO-1449	U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE	ATTY. DOCKET NO. 4366-140	SERIAL NO. Not Yet Assigned
INFORMATION DISCLOSURE STATEMENT (Use several sheets if necessary)		APPLICANT KIEFHABER et al.	
		FILING DATE March 31, 2004	GROUP ART

/K.N./	85.	No Author, "When Talk Isn't Cheap" Sm@rt Reseller, v. 3, n. 13 (Apr. 3, 2000), p. 50.
/K.N./	86.	No Author, "eGain's Commerce 2000 Platform Sets New Standard for eCommerce Customer Communications" Business Wire (Nov. 15, 1999).

EXAMINER	/Khai Nguyen/	DATE CONSIDERED	07/12/2007
*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.			



SHEET 1 OF 1

FORM PTO-1449 U. S. DEPARTMENT OF COMMERCE PATENT & TRADEMARK OFFICE		ATTY. DOCKET NO. 4366-140	SERIAL NO. Not Yet Assigned
INFORMATION DISCLOSURE STATEMENT (Use several sheets if necessary)		APPLICANT KIEFHABER et al.	
		FILING DATE March 31, 2004	GROUP ART

U.S. PATENT DOCUMENTS

*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS	FILING DATE IF APPROP.

FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB CLASS	TRANSLATION	
							YES	NO
/K.N./	1.	EP-0 740 450 A2	10/30/1996	EPO	H04M	3/50	X	
/K.N./	2.	EP 0 855 826 A2	7/29/1998	EPO	H04M	3/50	X	

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)

EXAMINER	/Khai Nguyen/	DATE CONSIDERED	07/12/2007
*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.			

Substitute for form 1449A-PTO				Complete If Known	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number	10/815,534
				Filing Date	March 31, 2004
				First Named Inventor	Sarah KIEFHABER et al.
				Art Unit	2614
				Examiner Name	Ahmad MATAR
Sheet	1	of	1	Attorney Docket Number	4366-140

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	Document Number Number-Kind Code ² (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
/K.N./		5,444,774	08-22-1995	FRIEDES	
		5,555,299	09-10-1996	MALONEY ET AL.	
		5,914,951	06-22-1999	BENTLEY ET AL.	
		5,923,745	07-13-1999	HURD	
		6,339,754	01-15-2002	FLANAGAN ET AL.	
		6,424,709	07-23-2002	DOYLE ET AL.	
		6,757,362	06-29-2004	COOPER ET AL.	
		2002-0012186	08-15-2002	FORD ET AL.	
		2002-0038422	03-28-2002	SUWAMOTO ET AL.	
		6,988,126	01-17-2006	WILCOCK ET AL.	
		7,100,200	08-29-2006	POPE ET AL.	
		2003-0144959	07-31-2003	MAKITA	
		2004-0103324	05-27-2004	BAND	
		2004-0162998	08-19-2004	TUOMI ET AL.	
V		2005-0027612	02-03-2005	WALKER ET AL.	

FOREIGN PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	Foreign Patent Document Country Code ³ ; Number ⁴ ; Kind Code ⁵ (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)		
Examiner Initials*	Cite No. ¹	
		DEFINITY Communications System Generic 3 Call Vectoring-Expert Agent Selection (EAS) Guide, AT&T publication no. 555-230-520 (Issue 3, Nov. 1993).

Examiner Signature	/Khai Nguyen/	Date Considered	07/12/2007
--------------------	---------------	-----------------	------------

*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

Substitute for form 1449/PTO		Complete if Known	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(Use as many sheets as necessary)</i>		Application Number	10/815,534
		Filing Date	March 31, 2004
		First Named Inventor	KIEFHABER et al.
		Art Unit	2614
		Examiner Name	Ahmad MATAR
		Attorney Docket Number	4366-140

Sheet 1 of 9

U. S. PATENT DOCUMENTS				
Examiner Initials*	Cite No. ¹	Document Number Number-Kind Code ² (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document
/K.N./		US- 4,163,124	07/31/1979	Jolissaint
		US- 4,737,983	04/12/1993	Frauenthal et al.
		US- 4,797,911	01/10/1989	Szlam et al.
		US- 4,894,857	01/16/1990	Szlam et al.
		US- 5,001,710	03/19/1991	Gawrys et al.
		US- 5,097,528	03/17/1992	Gursahaney et al.
		US- 5,101,425	03/31/1992	Darland
		US- 5,164,983	11/17/1992	Brown et al.
		US- 5,210,789	05/11/1993	Jeffus et al.
		US- 5,274,700	12/28/1993	Gechter et al.
		US- 5,278,898	01/11/1994	Cambray et al.
		US- 5,335,268	08/02/1994	Kelly Jr. et al.
		US- 5,390,243	02/14/1995	Casselman et al.
		US- 5,436,965	07/25/1995	Grossman et al.
		US- 5,469,503	11/21/1995	Butensky et al.
		US- 5,469,504	11/21/1995	Blaha
		US- 5,473,773	12/05/1995	Aman et al.
		US- 5,479,497	12/26/1995	Kovarik
		US- 5,500,795	03/19/1996	Powers et al.

FOREIGN PATENT DOCUMENTS				
Examiner Initials*	Cite No. ¹	Foreign Patent Document Country Code ³ -Number ⁴ -Kind Code ⁵ (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document
/K.N./		EP 0 501 189 A2	09/02/1992	IBM Corporation
		EP 0 863 651 A2	09/09/1998	Lucent Technologies Inc.
		EP 1091307 A2	04/11/2001	Lucent Technologies Inc.
		EP 1150236	10/31/2001	Avaya Technology Corp.
		EP 899673 A2	03/03/1999	AT&T Corporation
		EP 998108 A1	05/03/2000	Lucent Technologies Inc.

Examiner Signature	/Khai Nguyen/	Date Considered	07/12/2007
--------------------	---------------	-----------------	------------

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. ¹Applicant's unique citation designation number (optional). ²See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. ⁶Applicant is to place a check mark here if English language Translation is attached.

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 (1-800-786-9199) and select option 2.

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

Substitute for form 1449/PTO		Complete if Known	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(Use as many sheets as necessary)</i>		Application Number	10/815,534
		Filing Date	March 31, 2004
		First Named Inventor	KIEFHABER et al.
		Art Unit	2614
		Examiner Name	Ahmad MATAR
		Attorney Docket Number	4366-140

Sheet 2 of 9

U. S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)			
/K.N./		US- 5,504,894	04/02/1996	Ferguson et al.	
		US- 5,530,744	06/25/1996	Charalambous et al.	
		US- 5,537,542	07/19/1996	Eilert et al.	
		US- 5,544,232	08/06/1996	Baker et al.	
		US- 5,592,542	01/07/1997	Honda et al.	
		US- 5,611,076	03/11/1997	Durflinger et al.	
		US- 5,642,515	06/24/1997	Jones et al.	
		US- 5,684,874	11/04/1997	Flockhart et al	
		US- 5,684,964	11/04/1997	Powers et al.	
		US- 5,689,698	11/18/1997	Jones et al.	
		US- 5,703,943	12/30/1997	Otto	
		US- 5,713,014	01/27/1998	Durflinger et al.	
		US- 5,742,675	04/21/1998	Kilander et al.	
		US- 5,748,468	05/05/1998	Notenboom et al.	
		US- 5,749,079	05/05/1998	Yong et al.	
		US- 5,752,027	05/12/1998	Familiar	
		US- 5,754,776	05/19/1998	Hales, et al	
		US- 5,754,841	05/19/1998	Carino, Jr.	
		US- 5,757,904	05/26/1998	Anderson	

FOREIGN PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages Or Relevant Figures Appear
		Country Code ³ "Number ⁴ "Kind Code ⁵ (if known)			
/K.N./		EP 0 772 335 A2	05/07/1997	Lucent Technologies Inc.	
		GB 2 290 192 A	12/13/1995	Siemens Rolm Comm. Inc.	
		GB 2 273 418	06/15/1994	Rockwell Internat. Corp.	
		WO 98/56207	12/10/1998	Ericsson Telefon AB L M	
		WO 96/07141	03/07/1996	Motorola, Inc.	
		CA 2,174,762	06/30/1995	Motorola, Inc.	

Examiner Signature	/Khai Nguyen/	Date Considered	07/12/2007
--------------------	---------------	-----------------	------------

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. ¹ Applicant's unique citation designation number (optional). ² See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 (1-800-786-9199) and select option 2.

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

Substitute for form 1449/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

Sheet 3 of 9

Complete if Known

Application Number	10/815,534
Filing Date	March 31, 2004
First Named Inventor	KIEFHABER et al.
Art Unit	2614
Examiner Name	Ahmad MATAR
Attorney Docket Number	4366-140

U. S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
Number-Kind Code ² (if known)					
/K.N./		US- 5,794,250	08/11/1998	Carino, Jr. et al.	
		US- 5,796,393	08/18/1998	MacNaughton et al.	
		US- 5,802,282	09/01/1998	Hales et al	
		US- 5,838,968	11/17/1998	Culbert	
		US- 5,881,238	03/9/1999	Aman et al.	
		US- 5,889,956	03/30/1999	Hauser et al.	
		US- 5,915,012	06/22/1999	Miloslavsky	
		US- 5,926,538	07/20/1999	Deryugin et al.	
		US- 5,930,786	07/27/1999	Carino, Jr. et al.	
		US- 5,937,051	08/10/1999	Hurd et al.	
		US- 5,937,402	08/10/1999	Pandit	
		US- 5,940,496	08/17/1999	Gisby et al.	
		US- 5,948,065	09/07/1999	Ellert et al.	
		US- 5,960,073	09/28/1999	Kikinis et al.	
		US- 5,963,635	10/05/1999	Szlam et al.	
		US- 5,963,911	10/05/1999	Walker et al	
		US- 5,970,132	10/19/1999	Brady	
		US- 5,974,135	10/26/1999	Breneman et al.	
		US- 5,974,462	10/26/1999	Aman et al.	

FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages Or Relevant Figures Appear	T ⁶
Country Code ³ -Number ⁴ -Kind Code ⁵ (if known)						
/K.N./		CA 2,143,198	01/19/1995	Telefonaktiebolaget LM		

Examiner Signature	/Khai Nguyen/	Date Considered	07/12/2007
--------------------	---------------	-----------------	------------

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. ¹Applicant's unique citation designation number (optional). ²See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 801.04. ³Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. ⁶Applicant is to place a check mark here if English language Translation is attached.

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 (1-800-786-9199) and select option 2.

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

Substitute for form 1449/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

Sheet 4 of 9

Complete if Known

Application Number	10/815,534
Filing Date	March 31, 2004
First Named Inventor	KIEFHABER et al.
Art Unit	2614
Examiner Name	Ahmad MATAR
Attorney Docket Number	4366-140

U. S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number Number-Kind Code ² (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
/K.N./		US- 5,987,117	11/16/1999	McNeil et al.	
		US- 5,991,392	11/23/1999	Miloslavsky	
		US- 5,996,013	11/30/1999	Delp et al.	
		US- 5,999,963	12/07/1999	Bruno et al.	
		US- 6,011,844	01/04/2000	Uppaluru et al.	
		US- 6,038,293	03/14/2000	McNemey et al.	
		US- 6,044,144	03/28/2000	Becker et al.	
		US- 6,044,355	03/28/2000	Crockett et al.	
		US- 6,052,723	04/18/2000	Ginn	
		US- 6,055,308	04/25/2000	Miloslavsky et al.	
		US- 6,115,462	09/05/2000	Servi et al.	
		US- 6,154,769	11/28/2000	Cherkasova et al.	
		US- 6,175,564 B1	01/16/2001	Miloslavsky et al.	
		US- 6,178,441 B1	01/23/2001	Elnozahy	
		US- 6,185,292 B1	02/06/2001	Miloslavsky	
		US- 6,215,865 B1	04/10/2001	McCalmont	
		US- 6,226,377 B1	05/01/2001	Donaghue Jr.	
		US- 6,229,819 B1	05/08/2001	Darland et al.	
		US- 6,230,183 B1	05/08/2001	Yocom et al.	

FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Foreign Patent Document Country Code ³ -Number ⁴ -Kind Code ⁵ (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages Or Relevant Figures Appear	T ⁶

Examiner Signature	/Khai Nguyen/	Date Considered	07/12/2007
--------------------	---------------	-----------------	------------

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. ¹Applicant's unique citation designation number (optional). ²See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. ⁶Applicant is to place a check mark here if English language Translation is attached.

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 (1-800-786-9199) and select option 2.

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

Substitute for form 1449/PTO

Complete if Known**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

(Use as many sheets as necessary)

Sheet

5

of 9

Application Number	10/815,534
Filing Date	March 31, 2004
First Named Inventor	KIEFHABER et al.
Art Unit	2614
Examiner Name	Ahmad MATAR

Attorney Docket Number 4366-140

U. S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)			
/K.N./		US- 6,233,333 B1	05/15/2001	Dezonmo	
		US- 6,240,471 B1	05/29/2001	Eastwick	
		US- 6,263,359 B1	07/17/2001	Fong et al.	
		US- 6,272,544 B1	08/07/2001	Mullen	
		US- 6,275,812	08/14/2001	Haq et al.	
		US- 6,356,632 B1	03/12/2002	Foster et al.	
		US- 6,426,950 B1	07/30/2002	Mistry	
		US- 6,434,230 B1	08/13/2002	Gabriel	
		US- 6,449,358	09/10/2002	Anisimov et al	
		US- 6,449,646	09/10/2002	Sikora et al	
		US- 6,463,148	10/08/2002	Brady	
		US- 6,490,350 B2	12/03/2002	McDuff et al.	
		US- 6,535,601	03/18/2003	Flockhart et al	
		US- 6,560,649 B1	05/06/2003	Mullen et al.	
		US- 6,560,330	05/06/2003	Gabriel	
		US- 6,560,707	05/06/2003	Curtis et al	
		US- 6,563,920	05/13/2003	Flockhart et al	
		US- 6,614,903	09/02/2003	Flockhart et al	
		US- 6,650,748 B1	11/18/2003	Edwards et al	

FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages Or Relevant Figures Appear	T ⁶
		Country Code ³ -Number ⁴ -Kind Code ⁵ (if known)				

Examiner Signature

/Khai Nguyen/

Date Considered

07/12/2007

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. ¹Applicant's unique citation designation number (optional). ²See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 801.04. ³Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.18 if possible. ⁶Applicant is to place a check mark here if English language Translation is attached.

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 (1-800-786-9199) and select option 2.

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

Substitute for form 1449/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

Sheet

6

of 9

Complete if Known

Application Number	10/815,534
Filing Date	March 31, 2004
First Named Inventor	KIEFHABER et al.
Art Unit	2614
Examiner Name	Ahmad MATAR
Attorney Docket Number	4366-140

U. S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)			
/K.N./		US- 6,597,685	07/22/2003	Miloslavsky et al	
		US- 6,704,409	03/09/2004	Dilip et al	
		US- 6,707,903	03/16/2004	Burok et al	
		US- 2001/0056349	12/27/2001	St. John	
		US- 2002/0002464	01/30/2002	Pertrushin	
		US- 2002/0010587	01/24/2002	Pertrushin	
		US- 2003/0174830	09/18/2003	Boyer et al	
		US- 2003/0177017	09/18/2003	Boyer et al	
		US- 2003/0123642	07/03/2003	Alvarado et al	
		US- 2003/0152212 A1	08/14/2003	Burok et al	
		US- 09/235,065		Denton et al.	
		US- 10/683,039	10/10/2003	Flockhart et al	
		US- 2003-0093465 A1	05/15/2003	Flockhart et al	
		US-			

FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages Or Relevant Figures Appear	T ⁶
		Country Code ³ -Number ⁴ -Kind Code ⁵ (if known)				

Examiner Signature	/Khai Nguyen/	Date Considered	07/12/2007
--------------------	---------------	-----------------	------------

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. ¹Applicant's unique citation designation number (optional). ²See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. ⁶Applicant is to place a check mark here if English language Translation is attached.

This collection of Information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 (1-800-786-9199) and select option 2.

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

Substitute for form 1449/PTO				Complete if Known	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(Use as many sheets as necessary)</i>				Application Number	10/815,534
				Filing Date	March 31, 2004
				First Named Inventor	KIEFHABER et al.
				Art Unit	2614
				Examiner Name.	Ahmad MATAR
Sheet	7	of	9	Attorney Docket Number	4366-140

NON PATENT LITERATURE DOCUMENTS					
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.			T ²
/K.N./		Microsoft Office Animated Help Tool			
		"Product Features," Guide to Call Center Automation, Brock Control Systems, Inc., Activity Managers Series™, Section 5 - Company B120, p. 59, 1992			
		"Product Features," Guide to Call Center Automation, CRC Information Systems, Inc., Tel-ATHENA, Section 5 - Company C520, p. 95, 1992			
		Dawson, "NPRI's Powerguide, Software Overview" Call Center Magazine (Jun. 1993), p. 85			
		"Applications, NPRI's Predictive Dialing Package," Computer Technology (Fall 1993), p. 86			
		"Call Center Software You Can't Outgrow," Telemarketing® (Jul. 1993), p. 105			
		"VAST™, Voicelink Application Software for Teleservicing®, System Manager User's Guide, Digital Systems (1994), pp. ii, vii-ix, 1-2, 2-41 through 2-77			
		GEOTEL Communications Corporation Web site printout entitled "Intelligent CallRouter" Optimizing the Interaction Between Customers and Answering Resources." 6 pages			
		Avaya, Inc. Business Advocate Product Summary, at http://www.avaya.com , downloaded on 2/15/03, Avaya, Inc. 2003, 3 pages			
✓		Avaya, Inc. Business Advocate Options, at http://www.avaya.com , downloaded on 2/15/03, Avaya, Inc. 2003			

Examiner Signature	/Khai Nguyen/	Date Considered	07/12/2007
--------------------	---------------	-----------------	------------

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Applicant's unique citation designation number (optional). ² Applicant is to place a check mark here if English language Translation is attached. This collection of information is required by 37 CFR 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 (1-800-786-9199) and select option 2.

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

Complete if Known

Substitute for form 1449/PTO					
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(Use as many sheets as necessary)</i>				Application Number	10/815,534
				Filing Date	March 31, 2004
				First Named Inventor	KIEFHABER et al.
				Art Unit	2614
				Examiner Name	Ahmad MATAR
Sheet	8	of	9	Attorney Docket Number	4366-140

NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
/K.N./		Avaya, Inc. CentreVu Advocate, Release 9, User Guide, December 2000	
		"Internet Protocol Addressing," available at http://samsapple.org/d/ipdns.html , downloaded March 31, 2003, 9 pages	
		"Domain Name Services," available at http://www.pism.com/chapt09/chapt09.html , downloaded March 31, 2003, 21 pages	
		Bellsouth Corp, "Frequently Asked Questions-What is a registrar?," available at https://registration.bellsouth.net/NASApp/DNSWebUI/FAQ.jsp , downloaded March 31, 2003, 4 pages	
		S. Ahmed, "A Scalable Byzantine Fault Tolerant Secure Domain Name System," thesis submitted to MIT Dept of Electrical Engineering & Computer Science, 22-Jan-2001, 101 pages	
		Coles, Scott, "A Guide for Ensuring Service Quality In IP Voice Networks," Avaya, Inc., 2002, pp 1-17	
		Avaya, Inc., "The Advantages of Load Balancing in the Multi-Call Center Enterprise," Avaya, Inc., 2002, 14 pages	
		Foster, Robin, et al., "Avaya Business Advocate and its Relationship to Multi-Site Load Balancing Applications," Avaya, Inc., March 2002, 14 pages	
		Chavez, David, et al., "Avaya MultiVantage Software: Adapting Proven Call Processing for the Transition to Converged IP Networks," Avaya, Inc., August 2002	
↓		Avaya, Inc., "Voice Over IP Via Virtual Private Networks: An Overview," Avaya, Inc., February 2001, 9 pages	

Examiner Signature	/Khai Nguyen/	Date Considered	07/12/2007
--------------------	---------------	-----------------	------------

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Applicant's unique citation designation number (optional). ² Applicant is to place a check mark here if English language Translation is attached.
 This collection of information is required by 37 CFR 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 (1-800-786-9199) and select option 2.

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

Substitute for form 1449/PTO				Complete if Known	
				Application Number	10/815,534
				Filing Date	March 31, 2004
				First Named Inventor	KIEFHABER et al.
				Art Unit	2614
				Examiner Name	Ahmad MATAR
Sheet	9	of	9	Attorney Docket Number	4366-140

NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
/K.N./		Avaya, Inc., "Better Implementation of IP in Large Networks," Avaya, Inc. 2002, 14 pages	
/K.N./		Stevenson et al.; "Name Resolution in Network and Systems Management Environments"; http://netman.cit.buffalo.edu/Doc/DStevenson/NR-NMSE.html ; 16 pages	

Examiner Signature	/Khai Nguyen/	Date Considered	07/12/2007
--------------------	---------------	-----------------	------------

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Applicant's unique citation designation number (optional). ² Applicant is to place a check mark here if English language Translation is attached. This collection of information is required by 37 CFR 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 (1-800-786-9199) and select option 2.